(A)

9/24/96

Amarind,

After thorough investigation, I discovered the following information regarding Bayville Pharmacy.

On Sept. 6, 1997 Van Ham 8047 conducted a promotion at Bayville Pharmacy.

I spoke with both Paul Maddaloni, the market manager, and the van ham SPR's, Brenda Jacobs and Rich Agresli. They both stated that the promotion went well and all procedures were followed.

The SPR's did remember that there were some people coming up to the kiosk complaining about them promoting smoking. Brenda felt it was nothing out of the ordinary and Rich thought it was more complaining than he had experienced. (Note: Brenda has been with the program since the beginning + Rich started in early August).

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Source: https://www.industrydocuments.ucsf.edu/docs/jhhn0004

I also spoke with Bill, the owner of Bayville Pharmacy. He said he had no complaints about the promotion or the van team. He felt that the Bayville Mayor was upset with him as a retailer for hosting the promotion.

Apparently he hosted the van the last time the program ran and she had complained then. She said that he had promised her he would not participate in this promotion again. She was upset that he went back on his word. She was also upset with him because he was in a health related business (pharmacy) and how could he promote smoking.

Bill told me that he spoke to the mayor and assured her that the van was not selling cigarettes or giving out free samples. He told her he thought it was illegal to do so.

I also spoke with Al Ruscito, Philip Morris District Manager. He informed me that he too had spoken with Bill, the retailer. Basically the same conversation took place.

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Just to mention, the van team did not distribute cigarettes at any time. They do not carry product on their vans. Also, neither of these SPR's smoke.

If you need any further information, feel free to call on me any time.

I hope this helps you in your investigation.

Thankyou —

Sue Mitgang

Sue Mitgang
Region Manager

CC: Jeff Duffendack
Andy Paulson

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